

What is claimed is:

1. A method of dynamically allocating usage of a shared resource between users A and users B comprising the steps of:
 5. establishing an initial allocation percentage for user B for using the shared resource;
establishing a threshold allocation percentage for user B;
modifying the allocation percentage for user B based on the availability of the shared resource to user A, wherein if the
10 shared resource is unavailable to user A the allocation percentage for user B is decreased and wherein if the shared resource is available to user A the allocation percentage for user B is increased; and
allocating usage of the shared resource to user B in
15 accordance with the modified allocation percentage provided that the modified allocation percentage is less than the threshold allocation percentage.
2. The method of claim 1, wherein the shared resource is
20 a call center.
3. The method of claim 1, wherein the shared resource is computing resources.

4. The method of claim 1, wherein the shared resource is communication bandwidth.

5. The method of claim 1, wherein the threshold allocation percentage is less than 100%.

6. The method of claim 5, further comprising the step of modifying the threshold allocation percentage.

10 7. The method of claim 1, further comprising the steps of:

establishing an initial allocation percentage for user C for using the shared resource;

establishing a threshold allocation percentage for user C;

15 modifying the allocation percentage for user C based on the availability of the shared resource to user A, wherein if the shared resource is unavailable to user A the allocation percentage for user C is decreased and wherein if the shared resource is available to user A the allocation percentage for
20 user C is increased; and

allocating usage of the shared resource to user C in accordance with the modified allocation percentage provided that the modified allocation percentage is less than the threshold allocation percentage.

8. The method according to claim 8, wherein the allocation percentage is modified to a greater extent for user B than for user C.

5 9. A system for dynamically allocating use of a shared resource between users A and users B comprising:

means for switching users B to the shared resource based on an allocation percentage;

10 means for determining the allocation percentage based on the availability of the shared resource to users A; and

a database storing a counter corresponding to the availability of the shared resource to users A, the allocation percentage, and a threshold allocation percentage.

15 10. The system of claim 9, wherein the shared resource is a call center.

11. The system of claim 9, wherein the shared resource is computing resources.

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12. The system of claim 9, wherein the shared resource is communication bandwidth.

13. The system of claim 9, further comprising means for switching users C to the shared resource based on an allocation percentage established for users C and means for determining the allocation percentage based on the availability of the shared
5 resource to users A.

14. A method for dynamically allocating calls to a call center comprising the steps of:

establishing an initial allocation percentage for a first
10 set of callers for using the call center;

establishing a threshold allocation percentage for the first set of callers;

modifying the allocation percentage for the first set of callers based on the availability of the call center to a second
15 set of callers, wherein if the call center is unavailable to a caller of the second set the allocation percentage for the first set of callers is decreased and wherein if the call center is available to a caller of the second set the allocation percentage for the first set of callers is increased; and

20 allocating usage of the call center to the first set of callers in accordance with the modified allocation percentage provided that the modified allocation percentage is less than the threshold allocation percentage.